

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. Cell phone companies have gotten out of control. I was forced to switch over to the pricier Cingular when they bought out AT&T Wireless. If I didn't switch I would have to pay a huge cancelation fee. In addition, the initial plan I signed up for with Cingular was advertised as \$30 cheaper than what they actually charge for the service. You only find out about the the real cost of the service until after the first bill and at that point you are stuck in a plan for two years! It is unacceptable. When one tries to file a complaint with Cingular he or she is only permitted to talk a customer service representative who will only note that the customer called. Since the cell phone companies listen to customers hopefully the FCC will.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Alison Heryer